

wherein

the communication server is further operable to communicate independently of a media type of the communication channel.

24. (As Added) The apparatus of claim 23 further comprising:  
a channel driver communicatively coupled to the communication channel, the channel driver being operable to:

provide an event when the incoming communication is received from the communication channel, the receiving the incoming communication being according to the media type of the communication channel; and  
issue a command to the communication channel, wherein the command is the outgoing communication, the issuing being according to the media type of the communication channel;

and wherein

the communication server being operable to handle the incoming communication further comprises the communication server being operable to obtain the event provided by the channel driver; and  
the communication server being operable to cause the outgoing communication to be sent further comprises the communication server being operable to cause the channel driver to issue the command.

25. (As Added) The apparatus of claim 24 further comprising:  
a user interface comprising a user interface object operable to be activated, wherein the communication server is operable to cause the channel driver to issue the command upon activation of the user interface object.

26. (As Added) The apparatus of claim 25 wherein  
the communication server is further operable to receive the activation of the user interface object.

27. (As Added) The apparatus of claim 25 wherein  
the communication server is further operable to provide a notification of the event via the user interface.

28. (As Added) The apparatus of claim 25 wherein

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the communication server is further operable to:

determine an agent to be notified of the event; and

provide a notification of the event to the agent via the user interface.

29. (As Added) The apparatus of claim 25 further comprising:

a connection between the user interface and the communication channel.

30. (As Added) The apparatus of claim 29 wherein the connection comprises:

a first sub-connection between the user interface and the communication server;

a second sub-connection between the communication server and the channel driver;

and

a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server is further operable to use the first and second sub-

connections to cause the channel driver to issue the command; and

the channel driver is further operable to use the third sub-connection to issue the

command.

31. (As Added) The apparatus of claim 25, further comprising:

a database comprising:

an event table comprising information regarding the event;

a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object.

32. (As Added) The apparatus of claim 31 wherein

the communication server being operable to handle the event comprises further being operable to access the event table; and

the communication server being operable to cause the channel driver to issue the

command comprises being further operable to access the command table and

the user interface object table to cause the channel driver to issue the

command, wherein

command data in the command table and user interface object data in the user

interface object table are used to cause the issuing instructions to issue the

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• command.

33. (As Added) The apparatus of claim 31 wherein the communication server is further operable to:

obtain the event provided by the channel driver; and  
perform an event response;

and

the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

34. (As Added) The apparatus of claim 31 wherein the communication server is further operable to:

determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

35. (As Added) The apparatus of claim 34 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and  
an agent table comprising information regarding the agent.

36. (As Added) The apparatus of claim 24 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and  
each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

37. (As Added) A method for communicating using a communication channel comprising:

receiving an event from the communication channel, wherein the receiving the event communicates according to a media type of the communication channel; and

providing a notification of the event via a user interface, wherein the providing the notification is independent of the media type.

38. (As Added) The method of claim 37 further comprising:  
obtaining an activation of a user interface object from the user interface, wherein the activation is associated with a command; and  
issuing the command to the communication channel, wherein the issuing the command communicates according to the media type.

39. (As Added) The method of claim 37 further comprising:  
determining an agent to be notified of the event;  
and wherein  
the providing the notification comprises providing the notification to the agent via the user interface.

40. (As Added) The method of claim 37 wherein  
the event corresponds to a work item; and  
the providing the notification of the event comprises providing a notification of the work item.

41. (As Added) The method of claim 37 further comprising:  
establishing a connection between the user interface and the communication channel;  
and wherein  
the providing the notification is performed via the connection.

42. (As Added) A method for communicating using a communication channel comprising:  
issuing a command to the communication channel, wherein the issuing the command communicates according to the media type.

43. (As Added) The method of claim 42 further comprising:  
determining the command upon receiving an activation of a user interface object of a user interface, wherein the determining is performed independently of the media type.

44. (As Added) A method comprising:

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receiving an event from a communication channel, the receiving being performed according to a media type of the communication channel;  
accessing a database to determine an event response to the receiving the event; and  
performing the event response, the performing being independent of the media type.

45. (As Added) A computer system comprising:

a processor;

a display, coupled to the processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

a communication server to cause said processor to communicate with a communication channel, the communication channel having a media type, the communication server comprising:

incoming instructions to handle an incoming communication received from the communication channel, the receiving the incoming communication being according to the media type of the communication channel; and

outgoing instructions to cause an outgoing communication to be sent to the communication channel,

wherein

the incoming instructions communicate independently of the media type of the communication channel, and

the outgoing instructions communicate independently of the media type of the communication channel.

46. (As Added) The computer system of claim 45 wherein the computer instructions further comprise:

a channel driver communicatively coupled to the communication channel, the channel driver comprising:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media

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type; and  
issuing instructions to issue a command to the communication channel,  
wherein the command is the outgoing communication and the issuing  
instructions communicate according to the media type;  
and wherein  
the incoming instructions further comprise event providing instructions to  
provide the event obtained by the event obtaining instructions; and  
the outgoing instructions further comprise causing instructions  
to cause the issuing instructions to issue the command.

47. (As Added) The computer system of claim 46 wherein the computer  
instructions further comprise:  
user interface instructions to provide a user interface presented on the display, the user  
interface comprising a user interface object operable to be activated, wherein  
the causing instructions cause the issuing instructions to issue the command  
upon activation of the user interface object.

48. (As Added) The computer system of claim 47 wherein  
the communication server further comprises activation receiving instructions to  
receive the activation of the user interface object.

49. (As Added) The computer system of claim 47 wherein  
the communication server further comprises notifying instructions to provide a  
notification of the event via the user interface.

50. (As Added) The computer system of claim 47 wherein  
the communication server further comprises:  
agent determining instructions to determine an agent to be notified of the  
event; and  
notifying instructions to provide a notification of the event to the agent via the user  
interface.

51. (As Added) The computer system of claim 47 wherein the computer  
instructions further comprise:  
connection instructions for establishing a connection between the user interface and

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the communication channel.

52. (As Added) The computer system of claim 51 wherein the connection instructions comprise:

first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;

second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and

third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and

the channel driver uses the third sub-connection to issue the command.

53. (As Added) The computer system of claim 52, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and

an interprocess connection between the web server and the communication server.

54. (As Added) The computer system of claim 47, further comprising:  
a database stored in the computer readable medium comprising:

an event table comprising information regarding the event;

a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object.

55. (As Added) The computer system of claim 54 wherein  
the event providing instructions comprise event table accessing instructions to access the event table, wherein

event data in the event table is used to provide the event; and

the causing instructions comprise:

command table accessing instructions to access the command table; and

user interface object table accessing instructions to access the user interface

object table, wherein  
command data in the command table and user interface object data in the user  
interface object table are used to cause the issuing instructions to issue the  
command.

56. (As Added) The computer system of claim 54 wherein  
the communication server further comprises:

event obtaining instructions to obtain the event provided by the event  
providing instructions; and

event response performing instructions to perform an event response;

and

the database further comprises:

an event response table comprising information regarding the event response to be  
performed upon obtaining the event.

57. (As Added) The computer system of claim 54 wherein  
the communication server further comprises:

configuration determining instructions to determine a configuration for an  
agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to  
which the agent belongs.

58. (As Added) The computer system of claim 57 wherein  
the database further comprises:

a configuration table comprising information regarding the configuration; and

an agent table comprising information regarding the agent.

59. (As Added) The computer system of claim 46 wherein  
the communication channel is one communication channel of a plurality of  
communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and  
each communication channel of the communication channels is associated with a



corresponding channel driver of the channel drivers.

60. (As Added) A computer system to communicate using a communication channel comprising:

a processor;

a display, coupled to the processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

receiving instructions to receive an event from the communication channel, wherein the receiving instructions communicate according to a media type of the communication channel; and

notifying instructions to provide a notification of the event via a user interface presented on the display, wherein the notifying instructions communicate independently of the media type.

61. (As Added) The computer system of claim 60 wherein the computer instructions further comprise:

activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein the activation is associated with a command; and  
issuing instructions to issue the command to the communication channel, wherein the issuing the command communicates according to the media type.

62. (As Added) The computer system of claim 60 wherein the computer instructions further comprise:

agent determining instructions to determine an agent to be notified of the event; and wherein

the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface.

63. (As Added) The computer system of claim 60 wherein

the event corresponds to a work item; and

the providing instructions comprise work item providing instructions to provide a

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notification of the work item via the user interface.

64. (As Added) The computer system of claim 60 wherein the computer instructions further comprise:

connection instructions to establish a connection between the user interface and the communication channel;  
and wherein  
the notifying instructions use the connection to provide the notification.

65. (As Added) A computer system to communicate using a communication channel comprising:

a processor;  
a display, coupled to the processor;  
computer readable medium coupled to the processor; and  
computer instructions, encoded in the computer readable medium, the computer instructions comprising:  
issuing instructions to issue a command to the communication channel, wherein the issuing instructions communicate according to the media type.

66. (As Added) The computer system of claim 65 wherein the computer instructions further comprise:

command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface presented on the display, wherein the command determining instructions communicate independently of the media type.

67. (As Added) A computer system comprising:

a processor;  
computer readable medium coupled to the processor; and  
computer instructions, encoded in the computer readable medium, the computer instructions comprising:  
receiving instructions to receive an event from a communication channel, the receiving being performed according to a media type of the communication channel;

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accessing instructions to access a database to determine an event response to the receiving the event; and  
event response performing instructions to perform the event response, the event response performing instructions operating independently of the media type.

68. (As Added) A computer program product comprising:  
a communication server to cause said processor to communicate with a communication channel, the communication channel having a media type, the communication server comprising:  
incoming instructions to handle an incoming communication received from the communication channel, the receiving the incoming communication being according to the media type of the communication channel; and  
outgoing instructions to cause an outgoing communication to be sent to the communication channel,  
wherein  
the incoming instructions communicate independently of the media type of the communication channel, and  
the outgoing instructions communicate independently of the media type of the communication channel;
- and
- a computer readable medium to store the communication server.

69. (As Added) The computer program product of claim 68 further comprising:  
a channel driver communicatively coupled to the communication channel, the channel driver comprising:  
event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type; and  
issuing instructions to issue a command to the communication channel,  
wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions; the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command; and the computer readable medium further stores the channel driver.

70. (As Added) The computer program product of claim 69 further comprising: user interface instructions to provide a user interface presented on the display, the user interface comprising a user interface object operable to be activated, wherein the causing instructions cause the issuing instructions to issue the command upon activation of the user interface object;

and wherein

the computer readable medium further stores the user interface instructions.

71. (As Added) The computer program product of claim 70 wherein the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

72. (As Added) The computer program product of claim 70 wherein the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

73. (As Added) The computer program product of claim 70 wherein the communication server further comprises:  
agent determining instructions to determine an agent to be notified of the event; and  
notifying instructions to provide a notification of the event to the agent via the user interface.

74. (As Added) The computer program product of claim 70 further comprising: connection instructions for establishing a connection between the user interface and the communication channel;

and wherein

the computer readable medium further stores the connection instructions.

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75. (As Added) The computer program product of claim 74 wherein the connection instructions comprise:

first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;

second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and

third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and

the channel driver uses the third sub-connection to issue the command.

76. (As Added) The computer program product of claim 75, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and

an interprocess connection between the web server and the communication server.

77. (As Added) The computer program product of claim 70 further comprising: a database stored in the computer readable medium comprising:

an event table comprising information regarding the event;

a command table comprising information regarding the command; and

a user interface object table comprising information regarding the user interface object.

78. (As Added) The computer program product of claim 76 wherein the event providing instructions comprise event table accessing instructions to access the event table, wherein

event data in the event table is used to provide the event; and

the causing instructions comprise:

command table accessing instructions to access the command table; and

user interface object table accessing instructions to access the user interface object table, wherein

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command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

79. (As Added) The computer program product of claim 76 wherein the communication server further comprises:

event obtaining instructions to obtain the event provided by the event providing instructions; and

event response performing instructions to perform an event response;

and

the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

80. (As Added) The computer program product of claim 76 wherein the communication server further comprises:

configuration determining instructions to determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

81. (As Added) The computer program product of claim 80 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and  
an agent table comprising information regarding the agent.

82. (As Added) The computer program product of claim 69 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and  
each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

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83. (As Added) A computer program product to communicate using a communication channel, the computer program product comprising:

- receiving instructions to receive an event from the communication channel, wherein the receiving instructions communicate according to a media type of the communication channel;
- notifying instructions to provide a notification of the event via a user interface, wherein the notifying instructions communicate independently of the media type; and
- a computer readable medium to store the receiving instructions and the notifying instructions.

84. (As Added) The computer program product of claim 83 further comprising: activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein the activation is associated with a command; and issuing instructions to issue the command to the communication channel, wherein the issuing the command communicates according to the media type; and the computer readable medium further stores the issuing instructions.

85. (As Added) The computer program product of claim 83 further comprising: agent determining instructions to determine an agent to be notified of the event; and wherein

- the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface; and

the computer readable medium further stores the agent determining instructions.

86. (As Added) The computer program product of claim 83 wherein the event corresponds to a work item; and the notifying instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

87. (As Added) The computer program product of claim 83 further comprising: connection instructions to establish a connection between the user interface and the communication channel;

and wherein

the notifying instructions use the connection to provide the notification; and the computer readable medium further stores the connection instructions.

88. (As Added) A computer program product to communicate using a communication channel comprising:

issuing instructions to issue a command to the communication channel, wherein the issuing instructions communicate according to the media type; and a computer readable medium to store the issuing instructions.

89. (As Added) The computer program product of claim 88 further comprising: command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface, wherein the command determining instructions communicate independently of the media type; and the computer readable medium further stores the command determining instructions.

90. (As Added) A computer program product comprising: receiving instructions to receive an event from a communication channel, the receiving being performed according to a media type of the communication channel; accessing instructions to access a database to determine an event response to the receiving the event; event response performing instructions to perform the event response, the event response performing instructions operating independently of the media type; and a computer readable medium to store the receiving instructions, the accessing instructions, and the event response performing instructions.

91. (As Added) An apparatus comprising: receiving means for receiving an event from the communication channel, wherein the receiving the event communicates according to a media type of the communication channel; and notifying means for providing a notification of the event via a user interface, wherein the providing the notification is independent of the media type.

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92. (As Added) The apparatus of claim 91 further comprising:  
activation obtaining means for obtaining an activation of a user interface object of the  
user interface, wherein the activation is associated with a command; and  
issuing means for issuing the command to the communication channel, wherein the  
issuing the command communicates according to the media type.

93. (As Added) The apparatus of claim 91 further comprising:  
agent determining means for determining an agent to be notified of the event;  
and wherein  
the notifying means comprise agent notifying means for providing the notification to  
the agent via the user interface.

94. (As Added) The apparatus of claim 91 wherein  
the event corresponds to a work item; and  
the notifying means comprise work item notifying means for providing a notification  
of the work item.

95. (As Added) The apparatus of claim 91 further comprising:  
connection means for establishing a connection between the user interface and the  
communication channel;  
and wherein  
the notifying means use the connection for providing the notification.

96. (As Added) An apparatus comprising:  
issuing means for issuing a command to the communication channel, wherein the  
issuing the command communicates according to the media type; and  
command determining means for determining the command upon receiving an  
activation of a user interface object of a user interface, wherein the determining  
is performed independently of the media type.

97. (As Added) An apparatus comprising:  
event receiving means for receiving an event from a communication channel, the  
receiving being performed according to a media type of the communication  
channel;

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accessing means for accessing a database to determine an event response to the receiving the event; and  
event response performing means for performing the event response, the performing being independent of the media type.

98. (As Added) A signal embodied in a carrier wave comprising:  
instructions for performing the method of claim 37.

99. (As Added) A signal embodied in a carrier wave comprising:  
data produced by performing the method of claim 37.

100. (As Added) A signal embodied in a carrier wave comprising:  
instructions for performing the method of claim 42.

101. (As Added) A signal embodied in a carrier wave comprising:  
data produced by performing the method of claim 42.

102. (As Added) A signal embodied in a carrier wave comprising:  
instructions for performing the method of claim 44.

103. (As Added) A signal embodied in a carrier wave comprising:  
data produced by performing the method of claim 44.

104. (New) The method of claim 15 further comprising:  
issuing a command to the communication channel, wherein the issuing the command communicates according to the media type.

105. (New) The method of claim 20 further comprising:  
determining the command upon receiving an activation of a user interface object of a user interface, wherein the determining is performed independently of the media type.

106. (New) The method of claim 15 further comprising:  
accessing a database to determine an event response to the receiving the event; and  
performing the event response, the performing being independent of the media type.

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